

I have seen the quality of Video Relay Services (VRS) and how much better communication access it provides than TTY communication. It provides much better functional equivalency for telecommunication and is like real-time communication for deaf people and those they communicate with (family, hospitals, businesses, etc.). Please do not further reduce the VRS rate of reimbursement until it becomes available 7 days/24 hours. Also, I would like to see you overturn the decision about non-reimbursement for video mail. People who hear have voice mail; deaf people should have a functional equivalent.